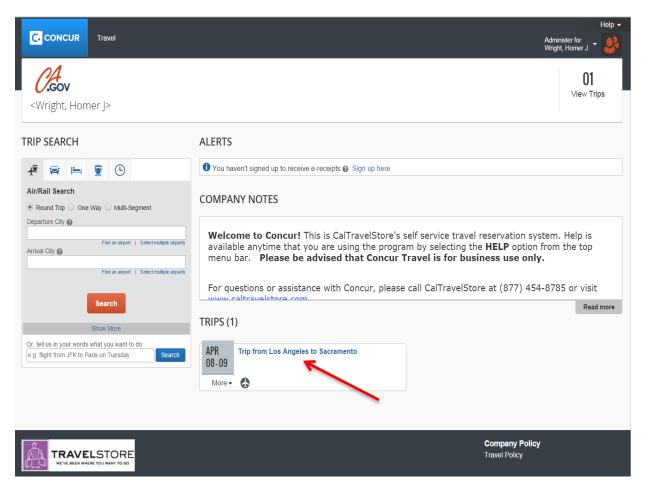
MAKING CHANGES TO SOUTHWEST FLIGHTS IN CONCUR

General Notes

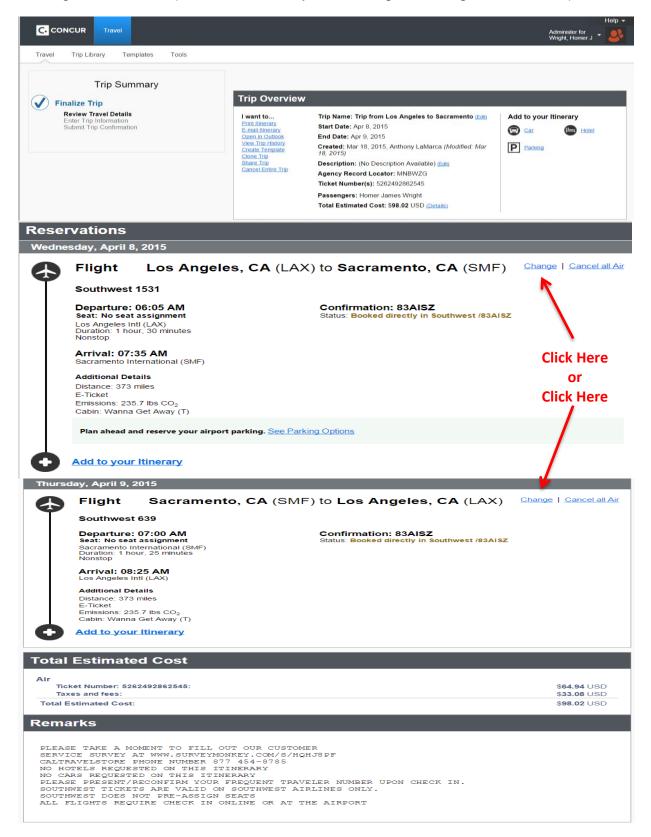
- If possible, make your Southwest changes on Concur as online transactions requiring agent intervention incur a higher service fee.
- Concur (and Southwest) do not charge an exchange fee.
- There is no limit to the number of exchanges possible.
- If the outbound leg is flown, the return flight can still be changed.

Making Changes to Southwest Flights in Concur

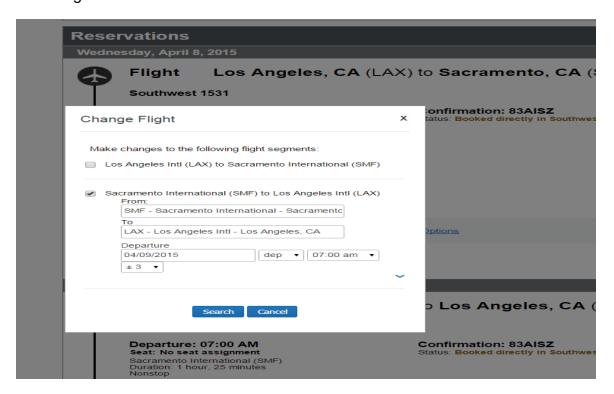
To make a change to a Southwest flight, click on the upcoming trip from the **Concur Home Page, Trip Library, or Upcoming Trips** page.



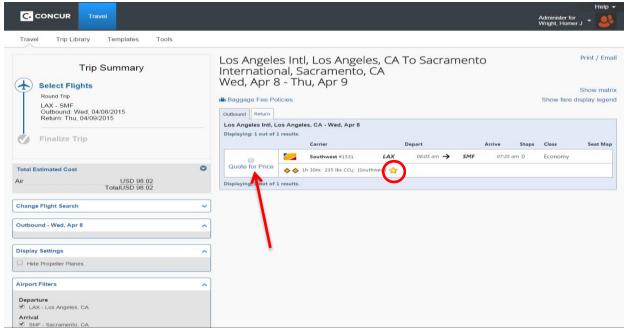
Once the itinerary opens, scroll to the flight reservation and click "**Change**" for the segment you would like to change. If you need to change both segments, start by clicking on either one (Concur will allow you to change both segments at once).



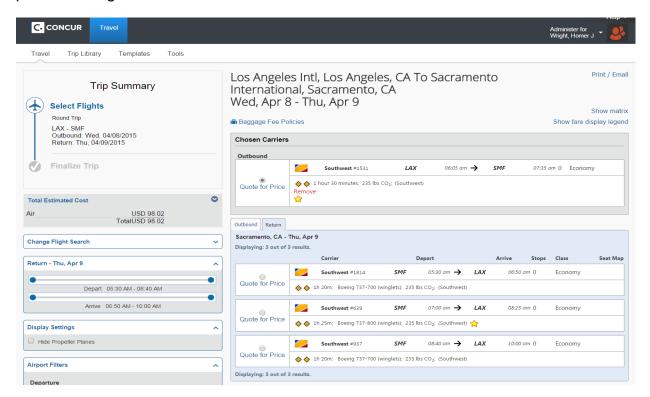
A pop-up window will display to make your desired changes. Modify the date, time, and/or airport. The user can change the outbound flight, the return flight, or both. Select the appropriate box to change the flight segment. In this example, the return flight will be changed to leave at a later time.



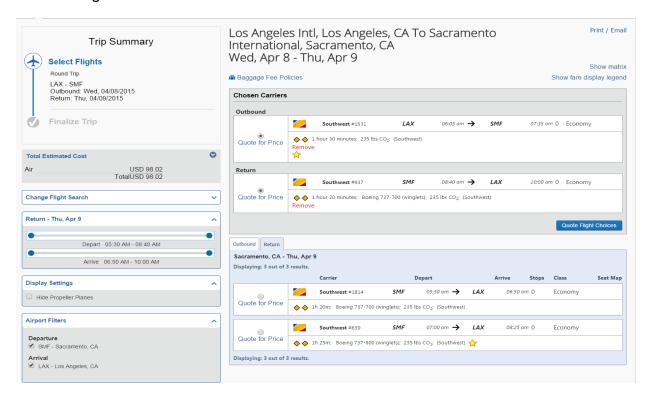
After specifying the desired changes in the pop-up window, Concur displays the schedule page (Availability/Fare Quote Page). Choose new flights for the outbound and/or the return flight by clicking the "Quote for Price" button. For all ticket changes, select and confirm both the outbound and return flights. You must even select and confirm the original purchased flight that isn't being adjusted. The join indicates your original purchased flight.



Once you have selected the outbound flight, it appears in a gray box. Select the return flight and click the "Quote for Price". Again, the con indicates your original purchased flight.

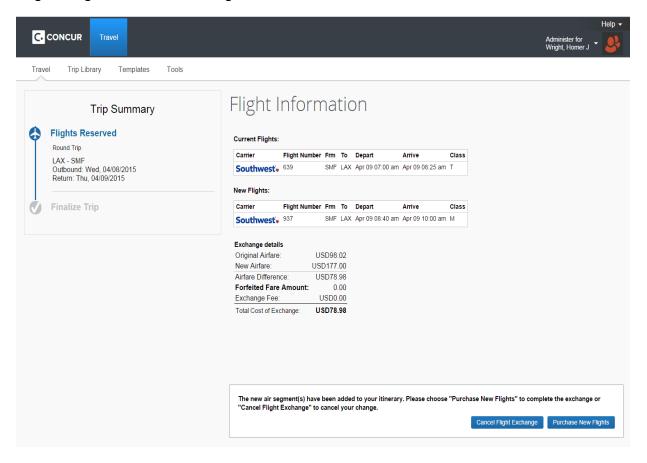


Once both segments (outbound and return) have been chosen, they will appear in the gray box. Click on the "Quote Flight Choices" button to retrieve the quotes for the selected flights.



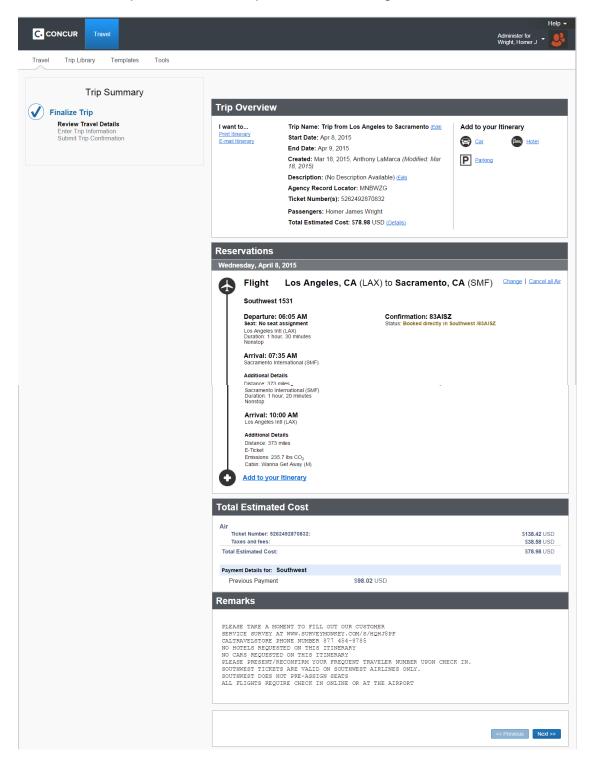
Concur will provide the cost difference between the flights. Concur displays the difference in the Airfare Difference row of the summary. Negative values represent a refund; positive values represent additional charges. If the original fare is not refundable, Southwest will save the value in the form of a ticket credit and automatically save this ticket credit in the user's profile.

After reviewing the flight exchange summary, select "**Purchase New Flights**" in order for the exchange to process. Note: If the user clicks Cancel Flight Exchange, the original flights remain unchanged.

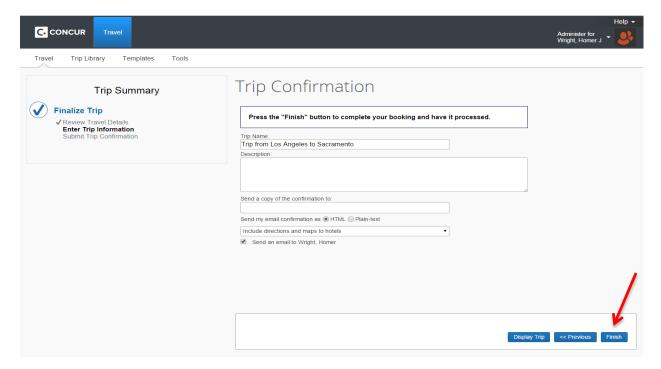


If "Purchase New Flights" is selected, the user will be shown the new itinerary to modify any other parts of the itinerary or trip information. Notice on the left side of the page is a Trip Summary. This Trip Summary that is geared to assist you in following the necessary steps when booking your trip. Make sure you always scroll to the bottom of the page clicking Next, Next, Next until you have received the "Finished!" message.

Click "Next" to proceed to the Trip Confirmation Page.



You have the opportunity to rename or describe the trip, or enter any additional information that may be required by the respective department. Select the "Finish" button to complete the change.



Your itinerary will appear again, this time with the "Finished!" message.

